Contact

www.linkedin.com/in/steve-willette-3785aa17 (LinkedIn)

Top Skills

Instructional Technology
Teaching
Network Administration

Certifications

Learning Linux Command Line
Linux: User and Group Management
Google Workspace Administrator Fundamentals
Ethical Hacking: Overview
Introduction to Web Design and Development

Steve Willette

IT User Support Technician Senior Coast Community College District
Orange, California, United States

Summary

As IT Director my goal is to provide proactive support to the IT infrastructure at CCS, and excellent technical support and training to the staff and students.

Key skills:
• Windows Server / Active Directory
• Office365
• Chromebooks, Google Workspace, Google Admin
• Linux Server
• FreePBX and Asterisk Communications Platform
• iPad Deployment / Management
• End User Technical / Training Support
• Adobe Creative Cloud
• Cybersecurity training and implementation
• Network cabling and hardware

Experience

Coast Community College District
IT User Support Technician Senior
September 2023 - Present (1 year 8 months)
Costa Mesa, California, United States

CCHS
IT Director, Computer Science Teacher
September 1990 - September 2023 (33 years 1 month)
Santa Ana, CA

Manage and maintain desktop and laptop computers, email, and network access for a private school with approximately 1100 students and 100 staff members. Provide end user technical support and training. Provide students with hands-on instruction using Windows and Macintosh-based computers.

• Manage, troubleshoot, and diagnose problems on the computer network for all PC/Macintosh clients.

• Install and maintain Windows Server, and manage Active Directory users.
• Manage Office 365 E-mail, OneDrive, SharePoint, and Teams.
• Update operating system software, virus and malware protection on workstations and laptops.
• Manage school Chromebooks, Google Workspace, and users using Google Admin.
• Managed Linux-based, Raspberry Pi Wi-Fi VOIP intercom speakers.
• Manage school iPads using Apple School and Mosyle Mobile Device Manager.
• Provide end user technical support and training.
• Developed and maintained technical documentation for system processes, server maintenance and network infrastructure and created instructional how-to documents.
• Develop and implement instructional training addressing basic cybersecurity and privacy awareness topics.
• Instruct students from grade levels 9 through 12 in Graphic Design (Adobe InDesign, Illustrator, and Photoshop), Web Design (HTML, CSS, WordPress), AP Computer Science Principles, Computer Applications (Microsoft Office365 and Google Workspace), and Multimedia Video Production (Adobe Premiere) using Windows-based PC and Macintosh computers.

DeltaMobility (formerly DCS Relocation)
Director of Data Support (Part Time)
July 2003 - May 2010 (6 years 11 months)

Provided Web-based database and computer systems network support for mortgage airline bonus awards company. Assisted customers signing up for the affinity award programs. Handled in-bound/out-bound customer inquiry calls concerning award mileage points posted to their accounts.
Duties:
• Imported lender financial reports from Excel into custom MS SQL database utilizing SQL query statements to identify and correct input errors.
• Transferred airline mileage award points into consumer Frequent Flyer accounts.
• Contacted lenders and consumers to verify data transactions.
• Assisted in maintenance of desktop computers and computer network system.
Projects:
• Designed low cost, Web-based database used to track customer real estate transactions using FileMaker Pro.

Santiago Community College, Orange, California

Instructor (Part Time)

June 2005 - May 2007 (2 years)

Provided students with hands-on instruction using Windows-based computers.

• Provided instruction to students in Microsoft PowerPoint and Microsoft Internet Explorer applications and Windows XP operating system.

• Taught courses in Introduction to Electronic Presentations, Introduction to Windows, Navigating the Internet, Introduction to Digital Camera and Introduction to Adobe Photoshop.

Education

California State University, Long Beach

BA, Public Relations / Journalism · (1984 - 1986)

Golden West College

Associate of Arts - AA, Liberal Arts and Sciences/Liberal Studies · (1980 - 1984)